

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. 4366-147	SERIAL NO. Not Yet Assigned
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)		APPLICANT LANG, Daryl U.	
		FILING DATE Herewith	GROUP ART

## U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
CHS	1. 2002/0118816	08/29/02	Flockhart et al.	379	265.12	01/09/01
	2. 2002/0181692	12/05/02	Flockhart et al.	379	265.02	06/05/01
	3. 09/669,486		Flockhart et al.			09/25/00
	4. 5,155,761	10/13/92	Hammond	379	67	
	5. 5,206,903	4/27/93	Kohler et al.	379	309	
	6. 5,506,898	4/9/96	Costantini et al.	379	266	
	7. 5,592,378	1/7/97	Cameron et.	395	227	
	8. 5,594,726	1/14/97	Thompson et al.	370	485	
	9. 5,606,361	2/25/97	Davidsohn et al.	348	14	
	10. 5,627,884	05/06/97	Williams et al.	379	67	
	11. 5,684,872	11/04/97	Flockhart et al.	379	266	
	12. 5,724,092	3/3/98	Davidsohn et al.	348	14	
	13. 5,740,238	04/14/98	Flockhart et al.	379	221	
	14. 5,751,707	5/12/98	Voit et al.	370	384	
	15. 5,754,639	05/19/98	Flockhart et al.	379	221	
	16. 5,790,677	8/4/98	Fox et al.	380	24	
	17. 5,828,747	10/27/98	Fisher et al.	379	309	
	18. 5,839,117	11/17/98	Cameron et al.	705	27	
	19. 5,875,437	2/23/99	Atkins	705	40	
	20. 5,880,720	3/9/99	Iwafune et al.	345	327	
CHS	21. 5,884,032	03/16/99	Bateman et al.	395	200,34	

EXAMINER <i>Chmety</i>	DATE CONSIDERED <i>8/05</i>
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

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<i>CHS</i>	22.	5,897,622	4/27/99	Blinn et al.	705	26	
	23.	5,903,877	05/11/99	Berkowitz et al.	705	26	
	24.	5,905,793	5/18/99	Flockhart et al.	379	266	
	25.	5,982,873	11/09/99	Flockhart et al.	379	266	
	26.	6,000,832	12/14/99	Franklin et al.	364	479.02	
	27.	6,044,205	3/28/00	Reed et al.	395	200.31	
	28.	6,049,547	04/11/00	Fisher et al.	370	412	
	29.	6,064,730	05/16/00	Ginsberg	379	265	
	30.	6,064,731	05/16/00	Flockhart et al.	379	265	
	31.	6,088,441	07/11/00	Flockhart et al.	379	265	
	32.	6,163,607	12/19/00	Bogart et al.	379	266	
	33.	6,173,053	01/09/01	Bogart et al.	379	266	
	34.	6,192,122	02/20/01	Flockhart et al.	379	266	
	35.	6,295,353	09/25/01	Flockhart et al.	379	265	
	36.	6,366,668	04/02/02	Borst et al.	379	266.04	
	37.	6,389,028 B1	05/14/02	Bondarenko et al.	370	401	
	38.	6,430,282 B1	08/06/02	Bannister et al.	379	211.02	
	39.	6,449,356 B1	09/10/02	Dezonno	379	265.01	
	40.	6,453,038	09/17/02	McFarlane et al.	379	265.05	
	41.	6,463,346	10/08/02	Flockhart et al.	700	102	
	42.	6,535,600 B1	03/18/03	Fisher et al.	379	265.12	
	43.	6,597,685 B2	07/22/03	Miloslavsky et al.	370	352	
<i>CHS</i>							

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## FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
						YES	NO
CHS	44. EP 0 866 407 A1	09/23/1998	EPO	G06F	17/30	X	
CHS	45. EP 0 829 996 A2	03/18/1998	EPO	H04M	3/50	X	
CHS	46. WO 97/28635	08/07/1997	PCT	H04M	11/00	X	

## OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

CHS	47.	Doo-Hyun Kim et al. "Collaborative Multimedia Middleware Architecture and Advanced Internet Call Center"; Proceedings International Conference on Information Networking (Jan. 31, 2001), pp. 246-50.
CHS	48.	No Author, "When Talk Isn't Cheap" Sm@rt Reseller, Vol. 3, No. 13 (4/03/2000), p. 50.
CHS	49.	No Author, "eGain's Commerce 2000 Platform Sets New Standard for eCommerce Customer Communications" Business Wire (11/15/99).

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